Using NetStats: Troubleshooting a Network Connection

(Adapted from Wimba Classroom guidelines)

Network Statistics (NetStats) identify the strength of a user's connection to the classroom. When you login as a presenter, you see NetStats for all users in the Participant Area. When you login as a participant, you only see your own network connection information.

Status Description Explanation

	• Internet connection is strong. • Using a high-speed connection. • Close to a wireless signal.
	• Internet connection is good. • May not be as close to a wireless signal. • Using a high-speed connection with light traffic.
	• Internet connection is low. • Not using a high-speed connection (or using a dial-up modem to connect). • Heavy network traffic.
	• Not connected to Wimba. • Not connected to the internet. • Classroom was not properly configured when running the Setup Wizard.

NB: If a telephone icon is displayed, the user has dialled into the classroom via a telephone.

Common problems

- If NetStats fluctuate between red and green, there may be a firewall blocking some of the ports necessary to run Classroom.
- If NetStats fluctuate between orange and red, there may be additional programs running that are slowing a user's connection to the classroom. Ask participants to close any additional applications running on their PC.
- If a participant continues to experience audio difficulties ask them to disconnect and reconnect or dial in using the telephone option (NB: Long distance call charges will apply).

For further technical support please see http://www.wimba.com/support/support_center.php.

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